

# Topdesk Privacy Statement

The University use Topdesk Service Management Tool to manage, record, store and retrieve enquiries for services at Keele University. This privacy statement explains what personal information we collect about you and how we use any this information.

## What information does the system hold?

For staff and students, personal Information in the the system is retrieved from others systems such from our HR System (Keele People) and from our Student Records System (SCIMS). For other users such as visitors and suppliers we will collect similar information to set you up on our system as required. We need to know your basic personal data in order to provide you with our services. We will not request any personal data from you that we do not need in order to provide and oversee our service to you.

The following information is available to authorised operators within the system:-

Information Stored	For Staff	For Student	For Visitors/Contractors
<b>Name:</b> <b>Employee Number:</b> <b>Network Login</b> <b>Email Address:</b> <b>Telephone Number:</b>	First Name, Surname, Title Staff Employee Number Username University Email Address Staff Internal Number	Surname, First Name, Title Student Number Username University Email Address/ Contact number	Surname, First Name   Personal/Work Email Contact number
<b>Faculty/Directorate:</b>	Place of work		
<b>Account Type</b>	Personal Admin (Role Account)	Undergraduate/Postgraduate/ Research Postgraduate	
<b>Location (Caller):</b>	Building/Room Number	Term Time address	

## How we use your data on Topdesk?

All data is used to enable the University to

- To track the progress of each call and to ensure that it is dealt with appropriately and in a timely manner.
- To respond to your enquiries and support requests
- To produce statistical reports for management purposes. Such statistics do not include personal data, but require personal data to be held, e.g. to determine the number of different customers during one year.

- A small minority of call records are useful for dealing with subsequent problems, especially where a member of staff has sent a detailed solution by email, which can then be re-used for a different call. We would then build this into a knowledge management system. In such cases any personal data from the original call is removed before the data is re-used.
- Apart from the personal information that we obtain directly from other systems as stated above we may also need you to provide information which will be recorded on the Topdesk system including notes regarding your enquiry in order for us to complete your request.

This information can be collected when you contact services by:-

- Telephone (the operator will then record the information into a topdesk enquiry)
- Completing a form (the caller will log into the system and provide the information requested)
- Email (the caller will provide information within the email in order for the issue to be resolved)
- Verbal communication (at one of our contact points or during consultation with a service)

## How can you access the data we store?

If you are a member of staff or student at the University you can connect to our Topdesk via <https://servicedesk.keele.ac.uk>, and log on to the Self Service Portal using your IT Credentials.

As a member of staff or a student at the University you will be able to view any recorded information on Topdesk by logging into the Self Service Portal. You can access your own open enquiries in the self service portal and they will remain available for 60 days from the closure of the enquiry.

For visitors and suppliers access to the Self Service Portal is not available, but information is still stored on the Topdesk system for resolving enquiries. If you require access to this information please submit a Subject Access Request. For full information for how to do this see <https://www.keele.ac.uk/informationgovernance/requestyourpersonalinformation/>

## How long do we store your data?

Enquiry information will be archived after 60 days of closure of the call and we will retain the data in Topdesk for the current year and 6 complete calendar years.

## Further Privacy Information

Further privacy information may be provided by the individual services which may use Topdesk.